

UI/UX DESIGN DOCUMENT

Custom AI Agent — Phase 1 Build (Catalog #4)

KnightRoad Veritas AI Platforms · Dominic R. Nottage · July 2026 · v1.0

PRODUCT

Veritas Agent Phase 1

AUDIENCE

Ops / Compliance / Admin

DELIVERY

Staging + 7-day hypercare

1. Purpose & Scope

This design document defines the user experience for a fixed-scope Phase 1 AI agent on the Veritas framework. It covers the five client-facing deliverables, visual system, and screen mockups used for Catalog #4 and client handoff.

In scope: Agent chat UX, knowledge ingestion UI, admin panel (prompts / users / logs), staging deploy status, and handoff package presentation.

Out of scope: Multi-agent orchestration UI, deep CRM/ERP consoles (Tier 2+), and production multi-region ops dashboards.

2. Design Principles

- **Trust first** — citations, tool chips, and audit logs are visible, not hidden.
- **Operator clarity** — admin actions (prompt edit, user roles) are obvious and reversible.
- **Staging honesty** — environment status and hypercare window are always labeled.
- **Handoff readiness** — documentation and video are first-class deliverables, not afterthoughts.

3. Brand & Visual System

Color palette



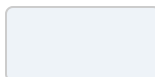
#16335B
Navy



#1E4A82
Navy 2



#5EA233
Green



#EEF3F8
Sky



#8B939B
Gray



#0F2744
Ink

DISPLAY

Montserrat Bold

Headings, badges, KPI numbers

BODY

Open Sans / Inter

UI copy, chat, tables, forms

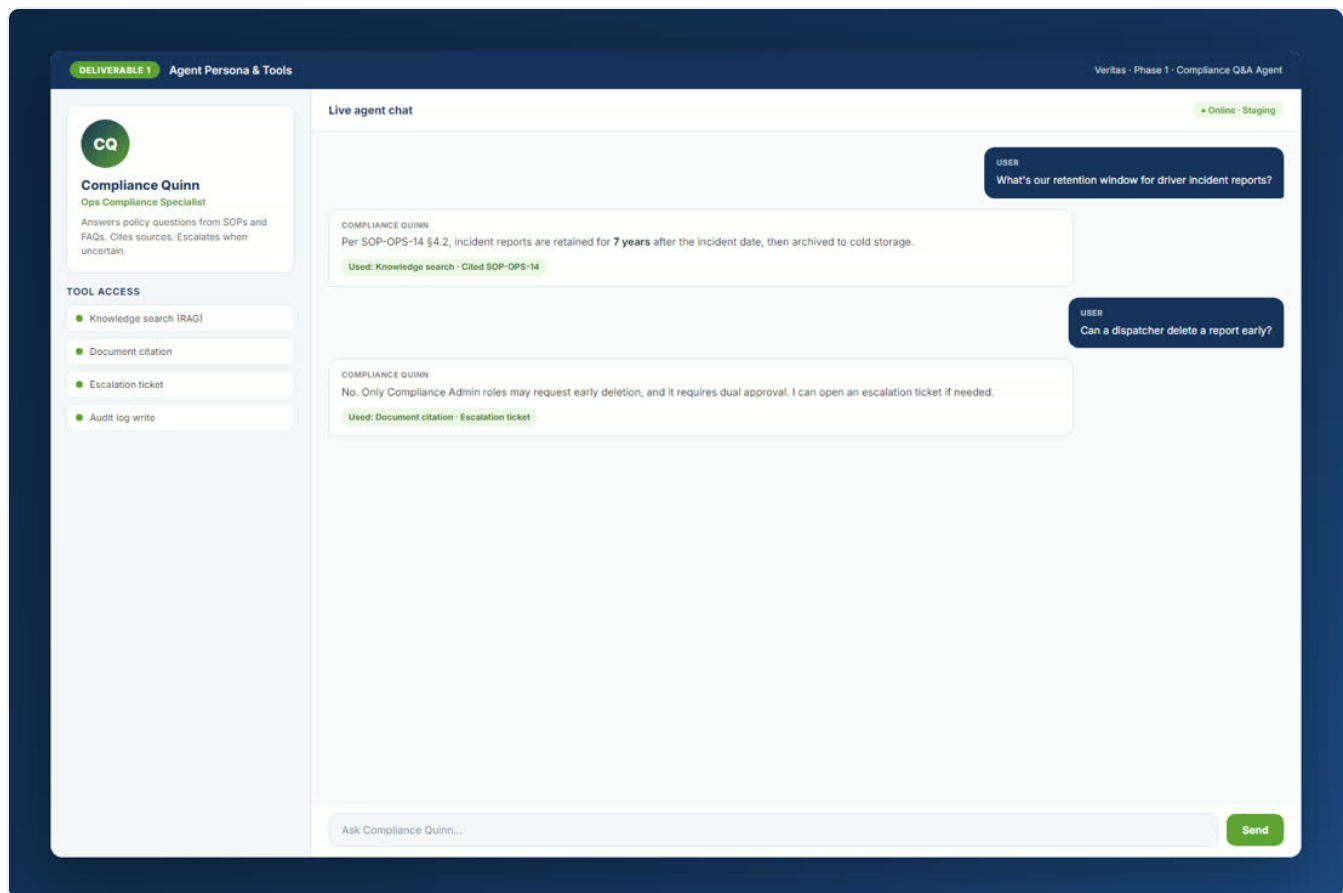
4. Phase 1 Deliverable Map

#	Deliverable	Primary screen	User goal
1	Agent Persona & Tools	Live agent chat	Ask policy/ops questions with citations
2	Knowledge Base	Ingestion dashboard	Upload & track SOPs / FAQs / docs
3	Admin Panel	Prompts · Users · Logs	Control behavior, access, audit
4	Deploy & Hypercare	Staging status	Confirm go-live + support window
5	Handoff	Docs + video pack	Operate independently after exit

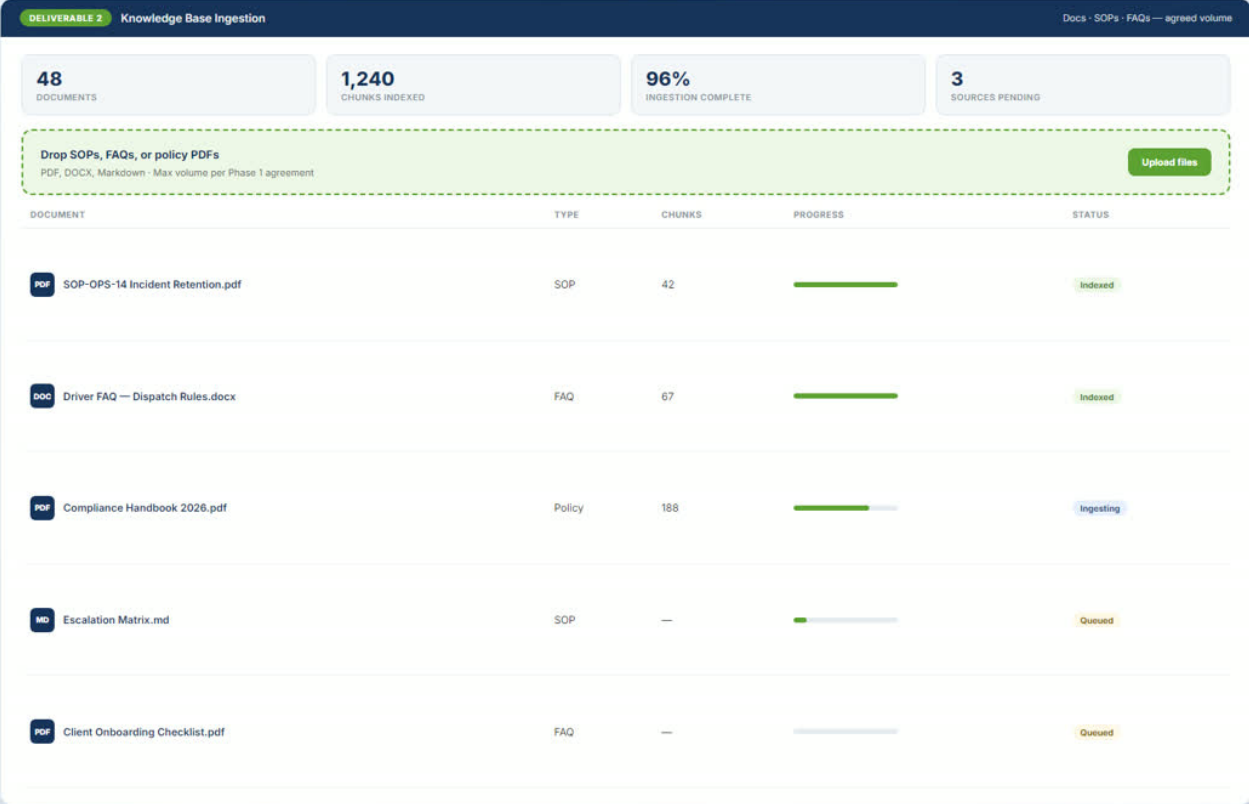
5. Screen Mockups

5.1 Agent Persona & Tools

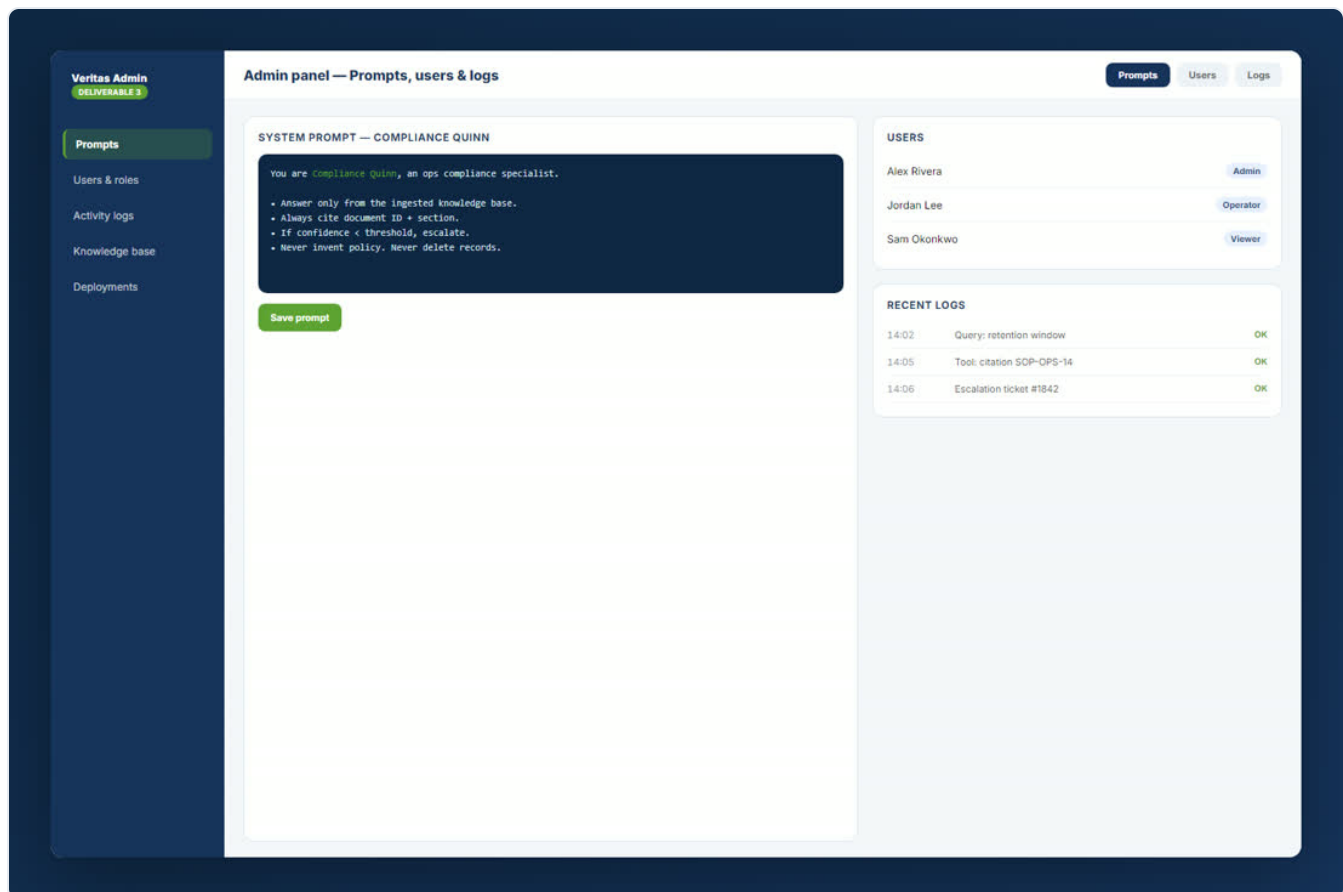
DELIVERABLE 1



UX notes: Left rail shows persona + tool access. Chat shows citation chips and tool-use tags. Staging status pill prevents production confusion.



UX notes: KPI strip (docs / chunks / % complete) + upload dropzone + status table (Indexed / Ingesting / Queued). Volume capped per Phase 1 agreement.



UX notes: Nav: Prompts / Users & roles / Activity logs / Knowledge / Deployments. System prompt editor is monospace; roles are Admin / Operator / Viewer.

DELIVERABLE 4

Staging Deployment + 1 Week Hypercare

Veritas - Phase 1 go-live support

STAGING ENVIRONMENT

LIVE STAGING URL

`https://staging.client.veritas.ai`

Region: us-east-1 - SSL - RBAC enabled - Audit logs on

✓ Agent deployed with persona + tools

✓ Knowledge base synced (48 docs)

✓ Admin panel access provisioned

✓ Smoke tests passed (12/12)

HYPERCARE WINDOW — 7 DAYS

Day 1-2 - Launch watch

Daily standup - priority bug triage

Day 3-4 - Prompt tuning

Adjust based on real queries

Day 5-6 - Stability check

Latency, citation quality, escalations

Day 7 - Exit review

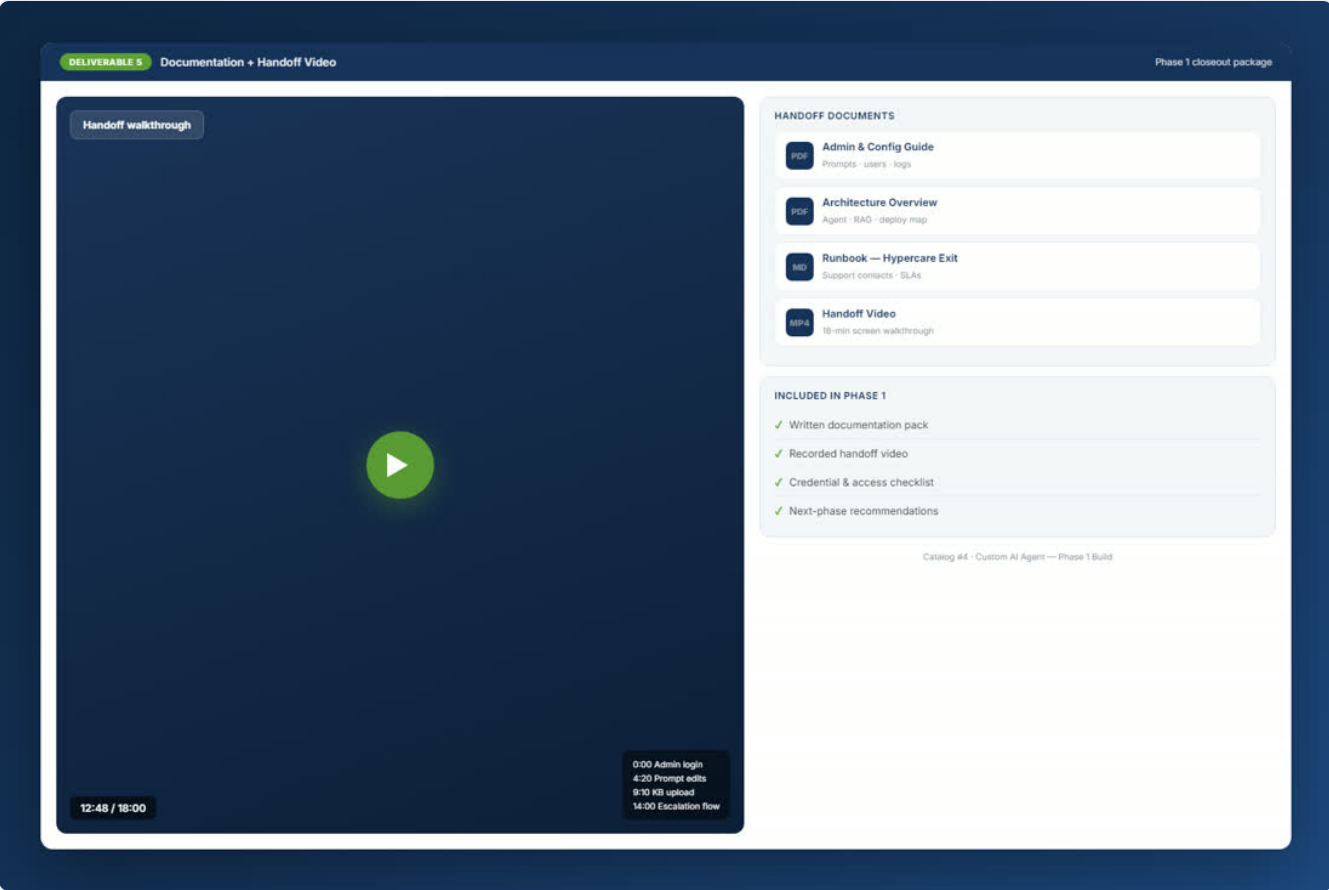
Handoff readiness sign-off

Hypercare active - Day 3 of 7

Response SLA: same business day - Slack + email channel open

On call

UX notes: Staging URL + checklist (agent, KB, admin, smoke tests) beside 7-day hypercare timeline. Banner shows day-of-window and on-call SLA.



UX notes: Video player with chapter markers + document list (Admin guide, Architecture overview, Hypercare exit runbook, MP4). Checklist confirms Phase 1 closeout items.

6. Information Architecture

Area	Primary users	Key actions
Agent chat	Operators, analysts	Ask, review citations, escalate
Knowledge base	Admins, content owners	Upload, re-index, review status
Admin panel	Admins	Edit prompts, manage roles, audit logs
Deploy / hypercare	Admins + KnightRoad	Verify staging, track support days
Handoff pack	All stakeholders	Watch video, download docs

7. Accessibility & States

- Status pills use text + color (not color alone): Indexed / Ingesting / Queued / OK.

- Primary actions use green (#5EA233) with sufficient contrast on navy/white.
- Empty / error / escalation states must surface in chat and logs (no silent failure).
- Staging vs production always labeled in chrome.

8. Project Cover (Catalog Listing)

Catalog #4 cover image

GALLERY



CUSTOM AI AGENT — PHASE 1 BUILD

Fixed-scope production agent
on the Veritas framework

One agent with RAG knowledge base, admin panel, staging deployment, and handoff — delivered as a fixed package.

1

Agent Persona & Tools
One agent with defined persona + tool access

2

Knowledge Base
Docs, SOPs, FAQs ingested (up to agreed volume)

3

Admin Panel
Prompts, users, and logs

4

Deploy & Hypercare
Staging deployment + 1 week hypercare

5

Handoff
Documentation + handoff video

Examples: **compliance Q&A** · ops runbooks · dispatch assist · executive briefing

From \$18,000 · 21-45 days

1536×1024 Upwork-safe cover listing all five Phase 1 deliverables with Veritas branding.

Companion to Technical Specifications Document v1.0 · © KnightRoad Veritas AI Platforms

Page 4